

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Stockmeier Urethanes

West Virginia Manufacturing Extension Partnership

Stockmeier Urethanes Expands Opportunities

Client Profile:

Stockmeier Urethanes USA, Inc., established in 2003, designs and manufactures polyurethane products with emphasis on industrial applications for coatings, adhesives, sealants and elastomers; and sport and play surfaces. The company's facility in Clarksburg, West Virginia, employs 15 people.

Situation:

Stockmeier Urethanes USA, Inc. contacted the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, for assistance with the expansion of their current quality management system. The company required the ISO 9001:2008 certification to expand into certain market segments.

Solution:

WVMEP first evaluated Stockmeier Urethanes USA and performed an ISO 9001 gap analysis to review the current quality management system and the required improvements needed to pass an ISO 9001 certification audit. Management was briefed on the findings, defined processes and the assigned responsibilities. A nine-month implementation timetable was instituted. The next step consisted of training and the development of the required policies, objectives, procedures, work instructions and forms. WVMEP continually reviewed the documentation to ensure continued compliance with the ISO 9001 requirements. Upon completion of the needed documentation, the system was initiated. After the new quality management system was started and had been implemented for a period of time, an internal audit was performed. Training on the internal audit process was conducted by the WVMEP representative in conjunction with the Stockmeier Urethanes USA, Inc. management team. Nonconformance issues were identified and addressed. After a final review of the quality management system, it was determined that Stockmeier Urethanes USA, Inc. was ready for a registration audit. With the assistance of WVMEP, Stockmeier Urethanes USA, Inc. achieved ISO 9001:2008 registration.

Results:

- * Achieved ISO 9000:2008 certification.
- * Saved \$5,000 in training costs.
- * Provided access to 5 new market segments.

Testimonial:

"Stockmeier Urethanes USA, Inc. is dedicated to the continual improvement of our products, processes and employees. Although we were confident with our quality management system prior to initiating the ISO 9001:2008 training process, WVMEP undoubtedly assisted our organization in refining our system and ultimately leading to an improved efficiency that greatly facilitated the auditing

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process. With the assistance of WVMEP, we obtained the ISO 9001:2008 certification and are now able to move into new markets that require this certification as a prerequisite. We have now focused our efforts towards improving all aspects of our quality management system and are setting new goals and initiatives to achieve our fullest potential."

Christian Martinkat, President